SFTA3
Develop structures, systems and procedures to support volunteering

Overview

This unit is about developing structures, systems and procedures to support volunteering. This involves identifying, evaluating, designing and implementing structures, systems and procedures and consulting on these with volunteers, other stakeholders (such as beneficiaries of volunteer work, individual or corporate funders, partner organisations and paid staff) and decision-makers (such as trustees, committee members and senior managers).

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Performance criteria

Identify and evaluate structures, systems and procedures to support volunteering

You must be able to:

P1   identify existing structures, systems and procedures that are relevant to volunteers

P2   identify the diverse needs and preferences of volunteers and potential volunteers in relation to structures, systems and procedures

P3   encourage and support volunteers and colleagues to provide feedback on the effectiveness and efficiency of structures, systems and procedures and how well they meet diverse needs and preferences

P4   identify and evaluate structures, systems and procedures used in other relevant contexts to identify best practice

P5   analyse the information and identify ways in which structures, systems and procedures could best meet the needs and preferences of your volunteers

P6   share your findings with decision-makers and stakeholders and take account of their feedback

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You must be able to:

P7   identify the current and potential resources available for structures, systems and procedures

P8   develop specifications for structures, systems and procedures using evaluation and feedback

P9   develop options to meet these specifications which are achievable within available resources and are compatible with other relevant structures, systems and procedures

P10 make sure the options you develop promote the diversity of volunteers

P11 present your options to decision-makers and stakeholders and help them to provide informed feedback on your options

P12 take account of the feedback of decision-makers and stakeholders in selecting and refining an option and gain their approval to move forward

Implement organisational structures and systems to support volunteering

You must be able to:

P13 involve volunteers and colleagues in planning how to implement structures, systems and procedures

P14 promote the benefits of structures, systems and procedures that support volunteering to colleagues, decision-makers and other stakeholders

P15 negotiate and agree your plans for implementing structures, systems and procedures with decision-makers and stakeholders

P16 make sure those involved in implementing the structures, systems and

procedures understand the implications for their work

P17 identify and provide the training, development and other support that may be required to make the structures, systems and procedures effective

P18 monitor the implementation of the structures, systems and procedures, ensuring they are being adhered to

P19 carry out scheduled evaluations and make any necessary improvements

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Knowledge and understanding

You need to know and understand:

Activity and project management

K1   key political, economic, social, technological and legal factors
K2   legal and organisational requirements relating to contracts and agreements
K3   monitoring principles, methods, tools and techniques
K4   quality assurance and continuous improvement principles, methods, tools and techniques

Analysis, accounting and decision-making

You need to know and understand:

K5   analytical principles, methods, tools and techniques
K6   creative-thinking principles, methods, tools and techniques
K7   decision-making principles, methods, tools and techniques
K8   estimating principles, methods, tools and techniques
K9   evaluation principles, methods, tools and techniques
K10 planning principles, methods, tools and techniques
K11 principles, methods, tools and techniques for developing evidence-based proposals
K12 resource management principles, methods, tools and techniques

Information and communication

You need to know and understand:

K13 communication principles, methods, tools and techniques
K14 information gathering principles, methods, tools and techniques
K15 information sharing principles, methods, tools and techniques
K16 presentation principles, methods, tools and techniques
K17 research and investigative principles, methods, tools and techniques

People management

You need to know and understand:

K18 consultation principles, methods, tools and techniques
K19 diversity principles, methods, tools and techniques
K20 equality principles, methods, tools and techniques
K21 feedback principles, methods, tools and techniques
K22 human resource management principles, methods, tools and techniques
K23 influencing principles, methods, tools and techniques
K24 legal and organisational requirements relevant to human resource management
K25 motivation principles, methods, tools and techniques
K26 negotiation principles, methods, tools and techniques

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K27 support principles, methods, tools and techniques

K28 training and development principles, methods, tools and techniques

K29 volunteer management principles, methods, tools and techniques

Work context

You need to know and understand:

K30 other volunteer-involving organisations and volunteering opportunities available

K31 relevant organisational policies and procedures

K32 your organisation's beneficiaries and their diverse interests, needs, abilities and preferences

K33 your organisation's stakeholders and their diverse interests, needs, abilities and preferences

K34 your organisation's structures and systems

K35 your organisation's culture, values and ethos

K36 your organisation's vision, mission and strategic objectives

K37 your organisation's volunteers and their diverse interests, needs, abilities and preferences

K38 your own knowledge, skills and competence and the limits of these

K39 your role and responsibilities

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Additional Information

Behaviours

1. Adaptability and innovation

1.1. juggle multiple demands without losing focus or energy
1.2. seize the opportunities presented by diversity
1.3. constantly seek to improve performance
1.4. challenge the status quo and seek better alternatives
1.5. generate and recognise imaginative and innovative solutions
1.6. try out new ways of working

2. Communication

2.1. identify people's information needs
2.2. listen actively, ask questions, clarify points and rephrase others' statements to check mutual understanding
2.3. present information clearly, concisely, accurately and in ways that promote understanding
2.4. keep people informed of plans and developments

3. Desire to learn

3.1. develop own knowledge, skills and performance in a systematic way
3.2. encourage and welcome feedback from others and use this feedback constructively
3.3. reflect regularly on own and others' experiences, and use these to inform future actions
3.4. develop self and others to meet the demands of changing situations
3.5. freely share learning with others who can benefit from it

4. Entrepreneurship

4.1. do things without being asked or forced to by events
4.2. seek out and act on new opportunities
4.3. balance risks against the benefits that may arise from taking risks
4.4. identify and seize unusual opportunities to obtain resources
4.5. design, develop and monitor processes, products and/or services that are sustainable over the medium and long term

5. Ethical stance

5.1. comply with, and ensure that others comply with, legal requirements, industry regulations, organisational policies and professional codes

5.2.   act within the limits of your authority

5.3.   act to uphold individuals' rights

5.4.   set objectives and create cultures that are ethical and sustainable

6.   Focus on results

6.1.   set demanding but achievable objectives for self and others

6.2.   prioritise objectives and schedule work to make the best use of time and resources

6.3.   accurately calculate risks, and make provision so that unexpected events do not impede the achievement of objectives

6.4.   take personal responsibility for making things happen

6.5.   clearly state what is required of others and hold them to account

6.6.   check individuals' commitment to their roles in a specific course of action

6.7.   protect own and others' work against negative impacts

6.8.   monitor quality of work and progress against plans

7.   Information and knowledge management

7.1.   use cost-effective and time-effective means to gather, store and retrieve information

7.2.   analyse and structure information to develop knowledge that can be shared

7.3.   make appropriate information and knowledge available promptly to those who have a right to it

8.   Persuasiveness

8.1.   seek to understand people's needs and motivations

8.2.   present self positively to others

8.3.   state own opinions, views and requirements clearly

8.4.   identify clearly the value and benefits to people of a proposed course of action

8.5.   present information and arguments convincingly and in ways which strike a chord with people

8.6.   use factual evidence to support arguments

8.7.   create a sense of common purpose

8.8.   inspire others, championing work to achieve common goals

9.   Political awareness

9.1.   develop plans to meet the priorities of policy makers

9.2.   show sensitivity to internal and external politics that impact on your own area of work

9.3. act to understand and influence the climate and culture of the organisation/partnership

10. Relationship management

10.1. identify and work with people and organisations who can provide support for own work
10.2. work to develop an atmosphere of professionalism and mutual support

11. Self-management

11.1. accept feedback from others without becoming defensive

12. Strategic awareness

12.1. display a good understanding of how different factors in the work context relate to each other
12.2. anticipate likely future scenarios based on a realistic analysis of trends and developments
12.3. use strategic insight to guide your selection of people and resources
12.4. work towards a clearly defined vision of the future
12.5. take opportunities when they arise to achieve longer term aims

13. Thinking and decision-making

13.1. identify the range of elements in a situation and how they relate to each other
13.2. identify the implications or consequences of a situation
13.3. use own and others' experience to understand a situation
13.4. produce and test a variety of solutions before taking a decision
13.5. take timely decisions that are realistic for the situation

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